



# ADVANCING TOWARDS EQUITY

## Asian American Quality of Life Advisory Commission

Austin City Hall  
Tuesday, April 16, 2019

Stephanie Y. Hayden, LMSW, Director



# EQUITY IN OUR DIRECT SERVICES

## HEALTH EQUITY UNIT

The Health Equity Unit offers Prevention, Health Promotion and Education services to address disparities. Services include blood glucose screening, blood pressure screening, referrals, health presentations, and job fairs.



|                             | FY 2016      | FY 2018       |
|-----------------------------|--------------|---------------|
| Total Clients Served        | 2528         | 4998          |
| Number of Asian Clients     | 51           | 942           |
| Percentage of Asian Clients | <b>2.02%</b> | <b>18.84%</b> |

# EQUITY IN OUR DIRECT SERVICES

## CLAS STANDARDS

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- **2014** - National Standards for **Culturally and Linguistically Appropriate Services** – (CLAS) ensures Culturally and Linguistically Appropriate Materials
- **2017** - Department-wide **Language Access** - strategy to make certain that programs and services are accessible to Limited English Proficiency (LEP) clients
- **2019** - **iSpeak point of service delivery system Training** in collaboration with the Corporate Public Information Dept (CPIO) -allows clients to identify preferred language and be connected to over the phone interpretation



# EQUITY THROUGH OUR INVESTMENTS

## HEALTH EQUITY AND

## GENERAL FUND CONTRACTS

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|  | FY 2016 | FY 2018 |
|--|---------|---------|
| Total Clients Served (Health Equity Agreements)        | 2528    | 2817    |
| Number of Asian Clients (Health Equity Agreements)     | 51      | 66      |
| Percentage of Asian Clients (Health Equity Agreements) | 1.12%   | 2%      |
| Total Clients Served (General Fund Agreements)         | 132,933 | 136,524 |
| Number of Asian Clients (General Fund Agreements)      | 2,112   | 2,878   |
| Percentage of Asian Clients (General Fund Agreements)  | 1.59%   | 2%      |

In 2016, the Department awarded a total of \$1,050,000 in funding to address disparities related to:

- Chronic Disease
- Immigrant Mental Health
- Seniors
- Maternal and Infant Health (MIOP) and
- Sexual health and Wellness

Total funding available for FY 2019 is \$1,074,150.

# EQUITY THROUGH OUR INVESTMENTS

## FY 19 FUNDING UPDATES

| Proposal Name   | Total Funded | APH Update   |
|---|--------------|--|
| Community Health Navigator program to link Asian residents to health-related services and benefits  | \$150,000    | RCA approved by Council 12/13/18; in negotiations with AARC  |
| Community Health Worker Training  | \$175,000    | To be competed in the Spring 2019  |
| Health Equity for culturally and linguistically sensitive services to Asians in Austin affected by physical and mental health disparities | \$50,000     | Considering one year pilot project with Northwest Austin Universal Health Clinic for Community Health Workers/Navigators |
| Mental and physical healthcare outreach and services within the African American community and other in Austin                            | \$500,000    | Funding recommendations to Council on June 20, 2019. Expected contract start date July1.                                 |
| Funding to address a lack of access to physical health care, mental health care, and dental care for low income seniors                   | \$125,000    | To be competed in Spring 2019  |

# EQUITY THROUGH OUR INVESTMENTS CONTRACTING PROCESS

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- 2016 – Implementation of **CLAS Standards** For RFA (Request for Applications) Process
- 2018 – **Mini Grants** Pilot
- 2019 – **African American Health and Wellness** RFA

The bottom section of the slide features a background image of the cover of the 'National CLAS Standards' book. The cover shows a close-up of an elderly woman and man smiling. The title 'National CLAS Standards' is prominently displayed in white text on the left side of the image.

## National CLAS Standards

National Standards for Culturally and Linguistically Appropriate Services  
(CLAS) in Health and Health Care

# EQUITY IN OUR WORKFORCE

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APH was one of the early implementers of the **Equity Action Tool**. An area of opportunity for APH is the development of an intentional strategy to attract, recruit, and retain a diverse and equitable workforce.

Current Action Items:

- Partner with **affinity groups** and organizations for **recruitment**
- Examine the racial/ethnic diversity of staff by job classification/type and **identify gaps in diversity**
- **Identify training resources** and train hiring managers (i.e. Implicit Bias)
- Collaborate with the Human Resources Dept (HRD) to **review job descriptions** for implicit bias

# QUESTIONS?



# For follow up:

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Contact:

**Stephanie Hayden**

[Stephanie.hayden@austintexas.gov](mailto:Stephanie.hayden@austintexas.gov)

(512) 972-5010